

## Targeted Wage Initiative: Process Evaluation from the Colleges 4/24/03

KO 5/2-03

<b>Experience with TWI activity</b>	<b>Spokane</b>	<b>Aberdeen</b>	<b>Walla Walla</b>	<b>Federal Way (Renton TC and Highline CC)</b>
<b>Local Plan</b>	Vocational department had a lot of involvement in plan development and evolution. Initially, basic skills did, too. Roll out essentially excluded basic skills.	College had a lot of involvement in plan development and evolution. ABE is the lead with Voc involved.	Were originally included in planning discussions (developed proposals) but final plan excluded college participation.	Renton (RTC) participated in original discussions but was not included in final plan. Renton resources max-ed out already and needed additional funding to provide staff for services. Highline (HCC) has provided some service in connection with their block grant.
<b>Assessment</b>	Voc and ES perform assessment cooperatively. Work Keys is up-front job skills assessment. CASAS and other assessments not done until 4-5 weeks after job search. Issues: both Voc and ABE believe that earlier barrier assessment would give useful information for better interventions from beginning. ABE and SBCTC have concerns with Work Keys administration before literacy testing – tool is not valid for low literacy	GHC and ES do comprehensive up-front assessment (Steps to Success) for basic skills, PESCO job skills inventory for success plan development.	College offered to services. Assessments - including literacy, academic and training - are done by ES with limited input from the college.	RTC – not involved in this. HCC – doing some assessment for CJST as part of their marketing.

	levels.			
<b>Job Search Competency Building</b>	Done by ES and college	GHC does Job Club modules integrated with Basic Skills. Clients attend modules as indicated by their assessments and success plan goals. some are shorter.	College offered modules but none have been used. ES staff is concerned about duplication of efforts. At issue: ES provides facilitated workshops and the college offers pedagogically based training. Some review of actual competency needs and gain might identify what level of training is needed by clients.	Done by ESD
<b>Employment Training</b>	Voc dept. does skill enhancement modules as part of job search – 2 hours per session open entry. Provides skills certificate. Strategic math, reading, teamwork. Basic computer skills, GED, ESL, life skills not included.	GED, soft skills, basic skills. Some modules last 1 to 2 weeks.	College offered modules but none have been used.	RTC – has continued to provide computer certificate training. No funding for additional staff for more training. Partner have discussed RTC provision of a motivational workshop when RTC staff available later in spring. HCC – not involved at this time.
<b>Referrals to CJST</b>	Fluctuates (right now its gone down from 60/week to 25/week) but referrals from TWI process are abetter fit – attrition decreased from 50% to	Referrals are substantially down. GHC marketing of training generates a lot of client interest but ES	Referrals way down for CJST.	RTC - no change in referrals. HCC – increase in referrals.

	20%. CJST programs often require GED or high school completion for enrollment.	doesn't refer clients to CJST until they have failed 4 weeks of job search. Partners already aware of caseload crisis strategy being discussed at sub 3 (6% reduction target).		
<b>Referrals to other training</b>	Families that Work continues to get most referrals from DSHS (PTE program), few referrals come from ES. FTW provides basic skills with Deli/cashier, CAN, and Computer Basics training.	Part time vocational training is way down as well. FTW-PTE referrals still strong, collaborates with CJ.	Referrals are way down for FTW-PTE, basic skills, ESL, and part-time vocational.	RTC – little coming across in e-jas so it's hard to know, but there is a decrease in referrals to FTW-PTE, despite large PTE caseload. HCC – increase in referrals, but no longer providing FTW services for PTE population.
<b>Employer Outreach</b>	Voc dept, ES and CTED collaborate - Employers of the Week, hiring events, outreach coordination. FTW does own outreach.	GHC/-Job Club helps prepare clients for hiring events. CJST outreach done on their own and haven't been able to collaborate in ES or CTED initiated efforts.	Have seen little evidence of employer outreach from TWI. College does their own outreach efforts.	No collaboration on this now. RTC has hired their own job developer/employer outreach staff.
<b>Strengths of TWI</b>	For more skilled students there is a comprehensive and collaborative structure for assessment, skills enhancement and training option and placement. TWI has strengthened relationships between Voc and	TWI has done a lot for client attitude: morale, self-esteem, and confidence much greater with this process. Clients know what they are doing and why.	Good concept.	RTC – staff all very enthusiastic about redesign opportunities. All parties interested in collaboration, but RTC didn't have resources to

	partners – regular communication. Client morale, self-esteem, confidence much greater with this process.	Built on regular and productive local communication and cooperative problem-solving.		add staff. Looks forward to planning for next year. HCC – Very good opportunity for clients to get an overview of job market, wage laddering and strategies up-front.
<b>Suggestions for improvement</b>	There is less access to appropriate assessment, skills enhancement and job training for less skilled clients. Both Voc and ABE suggest up-front assessments should occur earlier in process. Basic Skills & ESL clients should have more access to job skills pathways. Concerns about unrealistic requirements for training (6 weeks) for a population that has a lot of people who need	Change is difficult. Need to do more in targeted areas of employer outreach, interface with training, strategies for a soft labor market with small employers, etc. Clients finding jobs, but they believe that more could be done.	WorkFirst clients who are at the college say nothing has changed at CSO and WorkSource – not aware of TWI enhancements. This seems to be largely an ES project, no partnership collaboration.	RTC – hasn't really participated, so has no suggestions. Mentioned that not all partner staff seemed committed to assessment, but that may be changing with new data. HCC – Partnership needs to identify processes to deal individually with large numbers of people for appropriate strategies. Need more connection to employers and explore more strategies for meeting their needs.